

I S SUPPORT MANAGER

DISTINGUISHING FEATURES

The fundamental reason the I.S. Support Manager exists is to perform highly responsible managerial, administrative, and technical duties directing and supervising the City's Information Systems Application and Support function. This classification supervises the work of the application and development personnel. Work is performed under general supervision of a department manager or the Chief Information Officer.

ESSENTIAL FUNCTIONS:

Manages the I.S. Application and Support personnel, including supervision, planning, budget and controls. Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitudes.

Serves as the I.S. Project Manager over significant technology projects utilized city-wide including the "Virtual Call Center" project, Land Information System propagation, and the recent "Office 2000" rollout.

Provides application development and support on a variety of projects, including maintenance programming, application presentations, developing databases, new development of web sites, training programs, and research.

Demonstrates an ability to communicate and manage organizational change. Articulates application and development concepts in lay terms to managers and staff and provides information to other governmental agencies and the general public in person and/or the telephone.

Directs individual accomplishments toward organizational objectives. Observes, reviews, and checks the work of staff members to ensure conformance to standards. Perceives and interprets customer needs and translates them into effective solutions and operational policy.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Management practices and procedures
Information Systems related terminology, practices and procedures
I.S. processes, regulations, codes, ordinances and terminology
Application and Support management practices and procedures

Ability to:

Plan, organize and review the work of staff members to ensure conformance to standards
Review procedures and problems and develop solutions and new systems
Listen and communicate effectively with a diverse group of people
Establish and maintain effective working relationships with co-workers, supervisors, contractors, architects, engineers and the general public
Operate a PC to compose reports and correspondence

Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them
Communicate effectively with the public, staff and co-workers
Study problems and develop innovative solutions; prepare and present effective written and oral reports

Education & Experience

Any combination of a Bachelor's degree in Computer Science or a related field with specialization in the area of application development and support. Requires a minimum of four years recent experience in application development and support with two years experience managing and leading professional, technical and clerical personnel, preferably in an Information Systems environment.

FLSA STATUS: exempt

HR Ordinance Status: unclassified